

Public Safety

Seminole County

Emergency Communications/E-911

Emergency Communications

Mission

To process emergency and non-emergency requests for services, including emergency medical, fire/rescue and other services to the municipalities of Altamonte Springs, Casselberry, Lake Mary, Longwood, Oviedo, Sanford, Winter Springs and the Seminole County Department of Public Safety. This is accomplished in conjunction with the Seminole County Enhanced 911 system.

Business Strategy

The Emergency Communications/E911 Division processes requests from the public to dispatch emergency equipment and personnel for Emergency Medical Services (EMS), fire/rescue, emergency management and other emergency services; provides after hours dispatch services for Animal Services, Public Works, Environmental Services and other County and municipal agencies; continuously monitors the Supervisory Control and Data Acquisition (SCDA) system for the Environmental Services Department; coordinates emergency and non-emergency radio and telephone communications, including processing E-911 service requests; and provides emergency medical dispatch services to the public, including pre-arrival instructions to callers with medical conditions.

Objectives

Receive and process requests for emergency service in an efficient manner.

Maintain quality assurance program to provide a mechanism to review performance, including peer review, tape review and other techniques.

Maintain customer feedback program.

Maintain all links of voice and data communications with all agencies involved in the First Response system.

Provide vital communications link to ensure constant management of County government during disaster situations.

Provide Telecommunications Devices for the Deaf (TDD) services for emergency and non-emergency requests for assistance.

Receive and dispatch Animal Services, Public Works, Environmental Services (Water and Sewer), and Traffic Engineering calls after hours and on weekends.

Develop procedures to receive location coordinates from wireless callers.

Performance Measures

	FY 01/02 Actual	FY 02/03 Estimated	FY 03/04 Projection	FY 04/05 Projection
E-911 requests for emergency response	29,626	41,898	45,250	48,870
E-911 calls received from cellular telephones	5,273	6,660	7,193	7,481
E-911 calls received from wireline telephones	24,353	27,949	29,067	31,392
Emergency transfer calls	543	487	503	543
Total emergency calls handled	59,795	76,994	82,013	88,286
Non-emergency assistance calls	8,094	10,884	11,754	12,694
Animal Services calls received	N/A	3,457	3,457	3,457
Automatic fire alarm calls received on non 911 lines	2,241	2,436	2,533	2,736
Total calls handled	70,130	93,771	99,757	107,173

Department:		PUBLIC SAFETY			Seminole County	
Division:		EMERGENCY COMMUNICATIONS/E-911			FY 2003/04	
Section:		EMERGENCY COMMUNICATIONS			FY 2004/05	
	2001/02 Actual Expenditures	2002/03 Adopted Budget	2003/04 Adopted Budget	Percent Change 2003/04 Budget over 2002/03 Budget	2004/05 Approved Budget	Percent Change 2004/05 Budget over 2003/04 Budget
EXPENDITURES:						
Personal Services	1,016,711	1,219,456	1,327,227	8.8%	1,416,284	6.7%
Operating Services	84,570	102,899	45,730	-55.6%	53,856	17.8%
Capital Outlay	0	0	0		0	
Debt Service	0	0	0		0	
Grants and Aid	0	0	0		0	
Reserves/Transfers	0	0	0		0	
Subtotal Operating	1,101,281	1,322,355	1,372,957	3.8%	1,470,140	7.1%
Capital Improvements	0	0	0		0	
TOTAL EXPENDITURES	1,101,281	1,322,355	1,372,957	3.8%	1,470,140	7.1%
FUNDING SOURCE(S)						
General Fund	1,101,281	1,322,355	1,372,957	3.8%	1,470,140	7.1%
TOTAL FUNDING SOURCE(S)	1,101,281	1,322,355	1,372,957	3.8%	1,470,140	7.1%
Full Time Positions	23	25	25		25	
Part-Time Positions	0	0	0		0	
New Programs and Highlights for Fiscal Year 2003/04						
New Programs and Highlights for Fiscal Year 2004/05						
Capital Improvements	2003-04	2004-05	2005-06	2006-07	2007-08	
Total Project Cost	0	0	0	0	0	
Total Operating Impact	0	0	0	0	0	